

Date: 2013-06-25

Marlene H. Dortch

Secretary

Federal Communications Commission

445 12th Street, SW

Washington, DC 20554

CG Docket Nos. 13-24 and 03-123

RE: Please Grant FCC Approval of the InnoCaption App
Created by Miracom for Smartphone Devices

Dear Secretary Dortch,

I am writing to praise the InnoCaption product for a Smartphone and ask the FCC to grant quick approval of InnoCaption for the deaf and hard of hearing community that lets us communicate with others on a smartphone in practically real time, without delays in the captioning. A product like this is in huge demand for those of us with a hearing loss trying to function in society, raise families, and compete for employment with the hearing community. It offers a level playing field that is not currently available with other caption products.

Keep in mind, please, that as the population ages, and as teenagers experience progressive hearing loss, there will be a great increase in demand for a captioning product like InnoCaption. There has been much attention in the media to the growing problem of hearing loss among Americans.

People with hearing loss who prefer or need to make voice calls experience a lot of difficulty making or receiving phone calls in any environment, but it is especially hard when using mobile phones. We should be able to make or receive calls to and from friends, family, neighbors or business associates at any time or place we want without any forethought, needless advance notice or complicating process for either party -- a privilege our hearing peers take for granted.

For example, in the event of a breakdown on the road, we should be able to call a tow service without worry, frustration, or hesitation.

I am not connected with Miracom or the InnoCaption product in any way. I just have a hearing loss (since birth and hear with two cochlear implants) and have great need for this service being available as I go about my normal daily routine or take road trips. I struggle to hear and comprehend what another people say to me in person, and this puts me at an even greater disadvantage when talking with people on the phone.

I am frequently not at home, so the CapTel or CaptionCall landline versions of this service do not work for me. I cannot use it when visiting my friends, family, when shopping, or trying to travel.

I love my smartphone, am never without it, and I want to have the accessibility, convenience, confidence, and mobility to use a mobile voice communication device as it was intended -- and which is provided by InnoCaption.

When making a call, we want the communication assistant (CA) to be automatically connected and the call to proceed smoothly. Captions come on very quickly and the quality of captions is much superior with InnoCaption. I understand that InnoCaption uses stenographers as their CA's who are trained to court reporter level certification. The CA actually types the conversations instead of using "Voice Recognition" technology, which reduces the number of errors and speeds delivery of the captions substantially. They also provide each user with their own caption phone number that we can share with our friends, family, and business contacts.

Whenever someone calls that number the app is automatically turned on, a CA is automatically connected and we start receiving captions immediately. This is a very seamless approach to mobile communications for people with hearing loss that needs to be granted for all of us to begin using soon.

This InnoCaption product is just the app many of us Smartphone users have been looking for that can give us the freedom, security and mobility we need and want, but we need the FCC to approve it quickly so we can begin using it now.

We have waited long enough for a truly functionally equivalent product that gives us far better accessibility to phone use than any other telecommunications product for people with hearing loss who are able to voice for themselves. Thus I urge the Commission to grant quick approval of this product for our sake.

Thank you for taking serious note of this request.

Sincerely,

Marjorie Younglof

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Reference: CG Docket No. 03-123

CG Docket No. 13-24

cc: Hon. Mignon Clyburn

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